

A Guide for Accessing Deer Oaks EAP Services



This access guide explains in straightforward steps how DHHS human resources staff, supervisors and managers, employees, and employee family members/eligible dependents can access most commonly requested Deer Oaks EAP services.

For general inquiries:

- Call (866) 792-3616
- Log on www.deeroaks.com (User Name & Password: SON)
- E-Mail eap@deeroaks.com

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Critical Incident Stress Management Debriefings



Qualified professionals conduct on-site Critical Incident Stress Management Debriefings for DHHS employees who have experienced a traumatic workplace related event, or a traumatic event specific to an individual employee or employee family member/eligible dependent.

Example traumatic events include, *but are not limited to*:

- Death of a co-worker
- Death of a twenty-four hour facility resident (a veterans' home member, a regional center patient)
- Natural disaster
- Accident or act of violence in the community
- Loss of a home due to fire

There is no annual limit to the number of Critical Incident Stress Management Debriefings that may be provided.

To Access this Service:

Request services anytime 24/7, 365 days per year by calling toll free: **(866) 792-3616.**

A management consultation will occur during which options for addressing employee needs will be negotiated.

Deer Oaks will respond with a qualified professional onsite **within 24 to 48 hours of the initial DHHS request for services.**

Telephone Crisis Counseling



Immediate crisis intervention support is available **24/7, 365 days per year** through telephone crisis counseling.

To Access this Service:

Call the Deer Oaks toll-free hotline at: **(866) 792-3616.**

Clinicians are available 24 hours a day to provide in-the-moment support.

Crisis counseling can be followed by a referral to face-to-face counseling services.

Counseling Services



Free, confidential, and professional assessment and counseling to DHHS employees and their family members/eligible dependents are available 24/7, 365 days per year.

Deer Oaks provides up to five (5) counseling hours (face-to-face or via telephone) for employees and their family members/eligible dependents per presenting issue (e.g., stress at work, marital difficulties, problems with a teenager). *There is no annual limit to the number of presenting issues for which a person can contact EAP for counseling services.*

Deer Oaks prefers arranging face-to-face counseling but will arrange counseling via telephone to accommodate employee preference or in response to urgency.

To Access this Service:

Request services anytime 24/7, 365 days per year by calling the Deer Oaks toll-free helpline at: **(866) 792-3616**. This request for services call begins the process and starts the clock for Deer Oaks' service response.

Deer Oaks will arrange face-to-face counseling:

Within 24 hours in a locale with a population of 25,000 or more; or

Within 48 hours in a locale with a population under 25,000.

When a request for service call is made, ***three (3) counseling hours will immediately be authorized as a matter of routine.*** From this point, an individualized counseling plan is determined by qualified professionals to best meet the individual's needs, ***which could include up to the maximum of five (5) counseling hours*** for the current presenting issue.

Reminders:

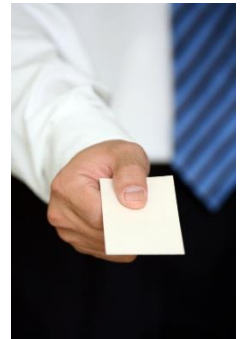
- ✓ Additional time may be needed in specialty cases to locate a suitable counselor to accommodate an individual's specific needs or requests.
- ✓ Deer Oaks provides short-term solution-focused counseling services. On rare occasion, it might eventually be determined that the individual would be better served by longer term therapy or a higher level of care and would be referred to another service provider accordingly.
- ✓ In addition, it is possible that an employee or employee family member/eligible dependent might be determined from the outset to urgently require immediate professional services of a higher level of care than an EAP program is designed to satisfy. In such a situation, Deer Oaks would focus on referring the individual to an appropriate level of care commensurate with this person's level of need at the time.
- ✓ In all of this, Deer Oaks carefully supervises the process to ensure provision of or referral to the appropriate level of individualized care.
- ✓ Deer Oaks cannot commit to the provision of same day in-person crisis counseling.

Mandatory Referrals to Employee Counseling

For employees who are receiving disciplinary action, or who have not yet received disciplinary action but whose behavior or performance have been consistently and significantly below expectations, supervisors and managers may mandate that these employees attend EAP counseling sessions. Employees will be required to sign an **Authorization to Release/Receive Information** form so that supervisors and managers and HR can follow employee progress and ensure attendance and compliance.

Examples of reasons for making a mandatory referral include, *but are not limited to*:

- Excessive/unusual absenteeism or tardiness
- Difficulty in making changes; resistance about learning new skills
- Erratic work pattern; inconsistent performance
- Difficulty concentrating; forgetful; confused
- Generally lower level of efficiency or productivity
- Interpersonal problems; increase in conflict
- Wide mood swings; loss of emotional control



Mandatory Referral & Case Management:

The Employer-Designated Representative (the employee's immediate supervisor or manager, or HR manager) and the employee complete and sign the **Referral** and **Authorization to Release/Receive Information** forms. Direct questions about these forms to Deer Oaks via telephone at the toll free Manager Assist number **(877) 249-4751**, or via e-mail to ManagerConsult@DeerOaks.com.

The Employer-Designated Representative then sends Deer Oaks the completed and signed two-page **Referral** and **Authorization to Release/Receive Information** forms by fax at **(866) 240-3933**, or scanned for e-mail to ManagerConsult@DeerOaks.com. Send these two forms to the attention of: **Management Referral Specialist**. A Management Referral Specialist completes the intake and gathers from the Employer-Designated Representative additional referral details as needed.

This referral is then assigned to a Deer Oaks Clinical Case Manager, who reviews with the Employer-Designated Representative the steps of case management, including:

- (1) The Employer-Designated Representative may request the Clinical Case Manager to contact the employee **within two (2) business days**, or may require that the employee be responsible for calling the Clinical Case Manager at **(877) 249-4751** within two (2) business days. If the employee does not call within two (2) business days, the Employer-Designated Representative is so notified.
- (2) Upon first contact with the employee, the Clinical Case Manager completes an initial assessment and schedules the employee's first appointment with a counseling provider within the Deer Oaks network.
- (3) **Within two (2) business days**, the Clinical Case Manager informs the Employer-Designated Representative and the employee of this first scheduled appointment.
- (4) After the initial appointment, the Clinical Case Manager follows up with the counseling provider to confirm employee attendance and compliance.
- (5) Summary of employee attendance and compliance is reported to the Employer-Designated Representative after the first and final sessions, or more frequently as is clinically appropriate.
- (6) If the Employer-Designated Representative calls Deer Oaks to learn of an employee's attendance or progress, the caller will be asked for his or her birth date. This information is needed for the Deer Oaks computer system to open a file, which allows Deer Oaks to accurately report utilization.
- (7) At the conclusion of services, the Clinical Case Manager provides the Employer-Designated Representative with a formal letter of case closure summarizing the employee's appointments and progress.

Reminder:

- ✓ If the Deer Oaks Management Referral Specialist or counseling provider determine that the employee requires a higher level of behavioral health care (for mental health and/or substance abuse treatment) than EAP benefits provide, the employee will be referred to other resources accordingly. Deer Oaks case management support continues during this transition while keeping the Employer-Designated Representative informed.

Management Consultations



If a supervisor or manager has concerns about an employee's behavior or performance on the job, they can call a representative of the Deer Oaks Management Consultation Team. There is no annual limit to telephone management consultations.

The Team answers questions about working with troubled employees and team issues (morale, productivity, etc.) and suggests interventions, including an employee self-referral.

If an employee's workplace behavior or performance has not yet resulted in disciplinary action but is problematic nonetheless, *the supervisor or manager may suggest that the employee voluntarily calls Deer Oaks (as a self-referral) to speak with a counselor.*

To Access this Service:

Call the Deer Oaks toll-free Manager Assist number at: **(877) 249-4751.**
Ask to speak with a representative of the Management Consultation Team.
Support is readily available, but if all clinicians are busy, the supervisor or manager can expect a call back ***within 2 business hours.***

Reminder:

- ✓ Self-referrals remain confidential. It is not possible for a supervisor or manager to track employee attendance, progress, etc. in counseling without a properly submitted, employee signed Authorization to Release/Receive Information form.

Training for Supervisors & Employees



Deer Oaks offers training on a range of topics specifically for supervisors, and training on a range of topics for all employees.

To Arrange for Onsite Training:

View the 2015 Training Catalog to select a topic of interest.

After making a selection, click on the following link in order to submit your request.

<https://wpoglstraining.zendesk.com>

Once submitted you will receive a confirmation email with your request.

Reminders:

- ✓ Requests for training must be submitted *4 weeks in advance* in order to ensure the training date and to reserve the best qualified trainer for your request.
- ✓ Requests for legal and financial seminars must be submitted *6 to 8 weeks in advance*.
- ✓ Most seminars/trainings are *60 minutes* in length. If more or less time is needed, please indicate your desired timeframe on the training request form. In most cases, it is possible to schedule seminars during timeframes that best meet the needs of your workforce.
- ✓ Minimum attendance is *10 participants per seminar/training*.
- ✓ *A 72-business hour cancellation notice is required.*